

## Weekly schedule

For the date of delivery of the various activities access to the section **Sending Activities** ( in the main browser ) . Remember that the sum of the scores of all activities is 15 points. You can make your choice until a maximum of 10 points (the highest rating What is obtainable in the continuous evaluation) .

	Units	Activities (10.0 points)
Week 1	<b>Unit 1. Organization management and change</b> 1.1. Introduction 1.2. Fourteen points for management 1.3. Organizations, behaviour, structures and process 1.4. Master class	Case: Defining the Role of a Liason Officer (2.5 points)  Forum: Defining the Role of a Liason Officer (1.75 points)  Test - Unit 1 (0.25 points)
Week 2	<b>Unit 2. Business Process Management</b> 2.1. Introduction 2.2. Business Process Management Defined 2.3. Six Sigma Defined 2.4. Six Sigma Tools 2.5. Drawbacks of Six Sigma 2.6. Benefits of Six Sigma 2.7. Master class	Case: Applying Quality Improvement Tools to an Order Fulfilment Process (2.5 points)  Forum: Applying Quality Improvement Tools to an Order Fulfilment (1.75 points)  Test - Unit 2 (0.25 points)
Week 3	<b>Unit 3. Organizational Process Management and Measures</b> 3.1. Introduction 3.2. Relationships among business systems and processes 3.3. Strategic planning and deployment for initiatives 3.4. Impact on stakeholders 3.5. Team Management 3.6. Master class	Test - Unit 3 (0.25 points)
Week 4	<b>Unit 4. Six Sigma Improvement Methodology and Tools—Define</b> 4.1. Introduction 4.2. Six Sigma Improvement Methodology and Tools –Define 4.3. Kolo Tea Shop Case Study 4.4. Voice of the customer 4.5. Team Negotiation and Conflict Resolution Tools 4.6. Business case and project charter 4.7. Project management (PM) tools 4.8. Master class	Test - Unit 4 (0.25 points)
Week 5	<b>Unit 5. Six Sigma Improvement Methodology and Tools—Measure and Analyze</b> 5.1. Introduction 5.2. Six Sigma Improvement Methodology and Tools—Measure	
Week 6	<b>Unit 5. Six Sigma Improvement Methodology and Tools—Measure and Analyze (cont.)</b> 5.3. Process characteristics 5.4. Measurement systems	

	Units	Activities (10.0 points)
Week 7	<b>Unit 5. Six Sigma Improvement Methodology and Tools—Measure and Analyze (cont.)</b> 5.5. Six Sigma Improvement Methodology and Tools—Analyze	
Week 8	<b>Unit 5. Six Sigma Improvement Methodology and Tools—Measure and Analyze (cont.)</b> 5.6. Kolo Tea Shop, Case Study 5.7. Master class	Test - Unit 5 (0.25 points)
Week 9	<b>Unit 6. Six Sigma Improvement Methodology and Tools—Improve and Control</b> 6.1. Introduction 6.2. Six Sigma Improvement Methodology and Tools—Improve 6.3. Lean Methods	Test - Unit 6 (0.25 points)
Week 10	<b>Unit 6. Six Sigma Improvement Methodology and Tools—Improve and Control (cont.)</b> 6.4. Six Sigma Improvement Methodology and Tools—Control 6.5. Master class	
Week 11	Exam week	